

## Service Levels

<p>If we need to arrange an appointment to visit you we will offer a morning or afternoon appointment, or a two-hour slot if requested. We will not cancel or change the appointment without giving at least 24 hours notice. We will arrive at your address within the time window agreed.</p>	<p>If appointments are not properly made or kept we will pay you £20 within 10 working days of the failure by adding a credit to your account. If we fail to do this within 10 working days we will pay you a further £10.</p>
<p>If you send us a written complaint or a written query about your accounts, we will give you a substantive reply within 10 working days.</p>	<p>If we fail to do this we will pay you £20 within 10 working days of the failure by adding a credit to your account. If we fail to do this within 10 working days we will pay you a further £10.</p>
<p>If you write to us asking us to change your payment arrangements we will give you a substantive reply within 5 working days if this request cannot be met.</p>	<p>If we fail to do this we will pay you £20 within 10 working days of the failure by adding a credit to your account. If we fail to do this within 10 working days we will pay you a further £10.</p>
<p>If the Wholesaler plans to interrupt your supply, you will be given written notice of the date and the times between which this will happen. You will be given at least 48 hours notice if the supply is to be interrupted for more than 4 hours.</p>	<p>If we fail to notify you correctly or fail to restore your supply by the time given in the warning notice we will pay you £50 by adding a credit to your account. If we fail to do this within 20 working days we will pay you a further £50.</p>
<p>Unplanned interruptions to your supply (other than bursts on a strategic main).</p>	<p>If your supply is off for more than 12 hours we will pay you £50 by adding a credit to your account. If we fail to do this within 20 working days we will pay you a further £50.</p>
<p>Unplanned interruptions to your supply due to a burst on a strategic main.</p>	<p>If your supply is off for more than 48 hours we will pay you £50 by adding a credit to your account. If we fail to do this within 20 working days we will pay you a further £50.</p>
<p>For every further 24 hours that your supply is not restored.</p>	<p>We will pay you £25 for each further 24 hours when your supply is not restored by adding a credit to your account.</p>
<p>If the water pressure in the communication pipe falls below 7 metres head on two or more occasions in a 28 day period.</p>	<p>We will pay you £25 by adding a credit to your account.</p>
<p>If we are your Retailer of wastewater services and your property is flooded internally with sewage.</p>	<p>We will make a payment equal to your annual sewerage charges (minimum payment of £75; maximum payment £1000) by adding a credit to your account. If we fail to do this within 20 working days we will pay you a further £50.</p>
<p>If we are your Retailer of wastewater services and your property is materially affected by external sewer flooding.</p>	<p>We will make a payment equal to 50% of your annual sewerage charges (minimum payment of £75; maximum payment £500) by adding a credit to your account. If we fail to do this within 20 working days we will pay you a further £50.</p>